

Office of the Deaf & Hard of Hearing

Community Review

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Washington State Department of Social and Health Services



Message from the Director

Eric Raff, ODHH Director

In August and September, I went to two national conferences, one hosted by the Telecommunication for the Deaf and Hard of Hearing (TDI) and other hosted by the National Association of State Relay Administrators (NASRA) to learn more about the shifting trend from TRS on traditional telephones to internet-based relay services that include:

- video relay services,
- internet-protocol relay (IP-relay)
- IP CapTel
- new technologies

This shift to new platforms and technologies will transform into a new complex landscape of federal-state policies & regulations, contracts, funding, and performance-based standards. These will create many challenges for ODHH.

After networking with many colleagues and peers, I left feeling that no one has a crystal-clear picture of what this landscape will look like in 5 years. It will be a challenging process when the Federal Communication Commission (FCC) eventually shifts the fiscal and oversight responsibilities of internet-based relay to the states. On behalf of Washington State, ODHH will take this responsibility as we do today for the traditional TRS. There are many questions with no answers and yet, ODHH cannot be compliant and must rise to the challenges and prepare for the future.

With all the changes, ODHH must not lose sight of functional equivalency. "Functional equivalency" is a term used to describe that deaf, hard of hearing, deafblind and speech-disabled people should be able to use telecommunications as hearing people would without any barriers. Traditionally, ODHH has been a leader in promoting "functional equivalency" in telecommunications. Often, not many people are aware of the many "first" that ODHH has done or is doing.

Did you know that ODHH:

- used to manage a Seattle relay call center with state employees as 'communication assistants' (CA) back in 1987 prior to the 1990 Americans with Disabilities Act; Title IV for relay?
- was the first state government agency to pay for national video relay service before the FCC recognized VRS and assumed fiscal responsibility?
- was one of the first states to experiment with CapTel on a trial basis?

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correction

In ODHH's Summer 2007 newsletter, there was one incorrect digit on the phone number for Washington State Prescription Drug Discount Card Program article.

The incorrect number is: 1-800-913-4140

The correct number is: 1-800-913-4146

We apologize if this error has caused any inconvenience.

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Office of the Governor

Christine Gregoire

DSHS Secretary

Robin Arnold-Williams

DSHS Deputy Secretary

Blake Chard

ODHH**Eric Raff**, Director**Robert Lichtenberg**, Assistant Director**Ryan Bondroff**, IRA Program Manager**Brian Clark**, IT Network Manager**Lucas Doelman**, Office Assistant**Emily Hill**, SLIM Program Manager**Lien Ngo-Tran**, Fiscal Officer**Rena Patch**, Executive Assistant**Steve Peck**, TRS Program Manager**Kelly Robison**, TED Program Manager**Claudia Foy**, SHS Program Manager**Colleen Rozmaryn**, ACT Program Manager**Ausha V. Potts**, Program Support**Jennifer Chowning**, Program Support**Jeannie Kay**, Customer Service

Representative

William Crites, Information Technology

Manager

Advisory Committee**Bryan Branson**, Spokane

Blbranson1@msn.com

George Cooper, College Place

Sargeo@bmi.net

William C. Danielson Jr., Selah

williamdanielson03@sprintpcs.com

Mary Steinmeyer, Fife

N22Mary@comcast.net

Susan Tarbert, Spokane

Sktsusan46@comcast.net

Robert Roberts, Veradale

2bob2@comcast.net

Gary Stafford, Spokane

gstafford@comcast.net

Ex-officio**Sue Campbell**, Hearing Loss Assoc. of WA

SueCKids@comcast.net

Jeremy Sasser, WSDBC

jlsasser@earthlink.net

Kathleen Morris, WSRID

kbuckmo@aol.com

Char Parsely, WSAD

cpar123100@aol.com

David Hankinson, DVR

hankid@dshs.wa.gov

Welcome to our new staff member: William Crites

I joined the Office of the Deaf and Hard of Hearing (ODHH) on September 26, 2007 as the Information Technology Manager. I attended Gallaudet University to obtain a degree in Computer Information Systems (CIS). I attended several professional conventions and trainings to obtain system administrator and development professional certifications.

From 1999 to 2004, I was Senior Systems Administrator at Center for Information Services (CIS.CTC.EDU). I was a leading system administrator working to implement the some robust projects. For example, I was the project leader assigned to migrate from Windows 2000 into the Windows 2003 environment that supports 33 community and technical colleges in Washington State.

When I was at Communication Service for the Deaf (CSD), I was Corporate Systems Administrator and supported their existing network, systems, and applications. I supported similar applications and technological services that ODHH offers today.



My most recent job was Interactive Media Manager at Handsplash. Handsplash is a for-profit organization owned by CSD. I led the team that implemented, designed, and developed at least twenty-five websites. The client list includes wfdeaf.org, njrelay.com, cepintdi.org, c-s-d.org, csdvrs.com, camplakodia.org, and sprintvrs.com. I was the US Team 2007 Webmaster. I use and enjoy the latest technologies to develop websites.

On my personal side, I am happy to return to my home state and having my "Evergreen" lifestyle. I am a third-generation family member living in Pierce and King Counties. I like to travel all over Washington. I have a wife and two young kids that I love to spend my time with. My hobbies are animation, drawing, and art book collection. I am the type of person who can't live without a computer.

Captioning Trivia

Q: On what date were the first closed captioned television programs broadcast?

A: On March 16, 1980. The ABC Sunday Night Movie (ABC), The Wonderful World of Disney (NBC), and Masterpiece Theatre (PBS) were all broadcast with closed captioning for the first time.

Source: www.ncicap.org - National Captioning Institute

Two Emergency Preparedness Resources

Disaster Tips for the Hearing Impaired:
www.doh.wa.gov/pheprl/handbook/lhbk_pdf/hearing.pdf

Disaster Preparedness and the Deaf Community Guide:
www.rochesterredcross.org/Data/FileManager/Deaf%20Preparedness%20Brochure1.pdf

Problems Calling 2-1-1 Information Services?

In the Spring 2006 edition of the ODHH Community Review newsletter, readers were introduced to the new 2-1-1 information. Some readers may have experienced difficulty connecting the number when dialing 211 directly from a TTY or through the relay services.

Briefly, 2-1-1 is a quick and easy way for callers to get information about health and human services. Professional information and referral specialists work with callers to assess and determine needs and options, then refer the caller to the appropriate resources, provide culturally appropriate support, intervene in crisis situations, and advocate for the caller as needed.

Due to complex technical issues, 2-1-1 does not connect with users dialing 2-1-1 through the relay service or their TTYs. This is because the 2-1-1 system is operated by a detection system that identifies the origination point of the call and handles it as an area-specific information request. The origination point of the call determines the link to the service directory from which information is provided. For example, if a caller dialed 2-1-1 from Olympia, he or she would be connected to a 2-1-1 resource network for the Olympia area. The reason Telecommunication Relay Services (TRS) cannot process 2-1-1 calls is because Sprint provides relay services to Washington callers from relay centers located out of state. This prevents 211 from accepting the call. However, relay callers can connect with 2-1-1 by providing the relay operator with the 10-digit area-specific number (listed below).

Also, TTY users cannot directly reach 211 services by dialing the 211 number because 2-1-1 operates using a voice automated system, TTY users are not able to be connected to a representative. The same solution that works for relay callers will work for direct calling TTY users. TTY users can reach 211 centers by using the same 10-digit area-specific number (listed on the right).

Below is contact information for local 2-1-1 Washington State General Information and Referral Service centers. All users can connect to 2-1-1 by dialing the appropriate number. Some centers have TTY numbers listed.

For more information, please visit 2-1-1 online at www.win211.org.

For other information, please e-mail ODHH at odhh@dshs.wa.gov.

Washington State General Information and Referral Services

For information about Health and Human Services contact the following organizations:

North Sound 2-1-1

(Skagit, Snohomish, Whatcom, San Juan and Island Counties)

(800) 223-8145, TTY(800) 846-8517

In Everett (425) 258-4227

Available M-F 8:00 am - 5:00pm

Served by Volunteers of America of Western.

Web site: www.voaww.org

King County 2-1-1

2-1-1 Community Information Line

(24/7 effective January 1, 2007)

2-1-1 or 206-461-3200 or 800-621-4636

or TTY: 206-461-3610

Community Resources Online:

www.crisisclinic.org

24-Hour Crisis Line

206-461-3222 or 866-4CRISIS (866-427-4747)

or TTY: 206-461-3219

Clallam, Kitsap & Jefferson Counties

Comprehensive Information and Referral for Health & Human Services:

(360) 415-5892 or (800) 627-0335

Web site:

www.crisisclinicofthepeninsulas.org

www.unitedwayinfo.org

Crisis Clinic of the Peninsulas/Kitsap County

360-479-3033

1-800-843-4793*

**Only for those within Kitsap County and outside of the local dialing area.*

Clallam Crisis & Mental Health Services

24 - Hour Telephone Crisis Services

(360) 452-4500

Jefferson County Crisis & Mental Health Services

24 - Hour Telephone Crisis Services

(360) 385-0321, (800) 659-0321

Thurston, Lewis & Mason Counties

Crisis & Information Line: (360) 586-2800

24/7 service through Crisis Clinic Resource Network in Olympia.

Online database of resources:

www.crisis-clinic.org Click on link to "Information and Referral"

Western Counties 2-1-1

(Serving Thurston, Mason, Grays Harbor, Lewis and Pacific Counties)

Judi Hoefling, Director

3857 Martin Way East

Olympia, WA 98506

M-F 8am-5pm

360-586-2888

Pierce County 2-1-1

United Way of Pierce County Helpline

Dial 2-1-1, or 800.572.HELP or 800-572-4357

253-572-4357 in Pierce County

Available Monday - Friday, 8:00am - 5:00pm

Online database of resources:

www.uwpc.org/

SouthWest Washington 2-1-1

(Serving Clark, Cowlitz, Wahkiakum and Skamania Counties)

211 info

Dial 2-1-1, or 1-877-501-0252

Available 7 days, 7:00 am - 8:00 pm

Web site: www.211info.org

Greater Columbia Region 2-1-1

Dial 2-1-1, or

Toll Free (877)-211-9274 or

Toll Free (877)-211-5445

Available Monday - Friday, 7 AM - 6 PM

Web site: <http://www.pfp.org>

Spokane Region 2-1-1

(Serving Spokane, Stevens, Ferry and Pend Oreille Counties)

Dial 2-1-1

Available Monday - Friday, 8 AM - 5 PM

First Call For Help: 509-838-4428

Who we are:

Sandra Carr



My involvement with the Office of the Deaf and Hard of Hearing (ODHH) goes back to my appointment to the Advisory Committee

back in December of 1986. At that time, The Telecommunication Equipment Distribution (TED) Program (formerly known as the TAS Program) was nothing more than a dream. That dream led to a successful state wide equipment distribution program serving thousands of customers over the past 18 years. I am proud to be a part of that success. I am a deaf individual and became a trainer in 1993 so I've been part of the distribution team for over 14 years. At the present time I serve most of Eastern Washington. I really enjoy my job for several reasons; I get to meet many people with different types of hearing loss, I travel the beautiful state of Washington, and I am always learning about the different types of Assistive Technology and equipment to accommodate people with hearing loss.

Glen Bocock



I was born with a genetic residual hearing loss—no hearing at all. This runs in my family such as my dad, my grandmother, and two younger brothers. I have two adopted deaf sisters. I received a BA degree from Western Washington University and a Master Degree in Deaf Rehabilitation in 1976. My internship was at Gallaudet University.

My wife is also deaf and we've been married for 36 years. We have two grown kids and two grandchildren—all continue to have 'selective hearing'. We've had a foster license for a number of years and took in many deaf children. I've been appointed for two terms by the Washington State Governor (1985–1996) to serve on the Board of Trustees to the Washington School for the Deaf. I'm one of the founding members of the Northwest Deaf and Hard-of-Hearing Association and served various positions, mostly as President (1982–1999).

From 2001 to 2004 I served as an acting director to the NWCDHH—one of the six centers in the State of Washington funded by ODHH. I teach ASL courses at Whatcom Community and Skagit Community College. I've been with TED since 1993 serving the northern counties of Western WA including Whatcom, Skagit, Snohomish, Island and San Juan. As an old-timer the technology back then as compared with today continues to be challenging. I continue to enjoy this line of work. It exposes me to a variety of people... people who were unaware of what TED had to offer.

Donna Platt



Although I was born Deaf, I grew up in Northern Virginia and attended a private school without any support services. I learned ASL

while attending Rochester Institute of Technology (RIT) in Rochester, NY where I received my B.S. degree in Social Work. In addition, I have a M.S. degree in Educational Technology from Gallaudet University. I have held numerous jobs such as teacher's aide, ASL instructor, Peace Corps volunteer, English tutor, and job counselor before I became manager with the Washington State 9-1-1/TTY Education Program under Hearing, Speech and Deafness Center (HSDC). I am currently the Accessibility Committee Vice Chair with National Emergency Number Association which focuses on 9-1-1 technology. My involvement with emergency notification and emergency preparedness keeps me very busy. My hobbies include reading, being out in nature (hiking, camping, backpacking), socializing with close friends, traveling, and whatever else presents itself. I have been with the TED program since 1997 and I currently serve King County residents.

Sue Campbell



I was born and raised in Seattle and have been a TED trainer for 9 years, after having retired from working locally for a world

wide oceangoing navigational company. I currently serve TED clients in King and Snohomish counties. I have held numerous positions at the local and state level of Hearing Loss Association of Washington (formerly SHHH), currently I am the State President. I am currently serving on the DSHS/ODHH Advisory Committee; and the Seattle Advisory Committee, which covers King, Snohomish, Jefferson & Clallam counties, providing community input and representation for the Deaf, Hard of Hearing and Deaf-Blind communities. I am active in my church and Lions' Club, having recently been appointed Cabinet Chairperson for Hearing & Speech Action and Working with the Deaf. My favorite leisure activities are playing with my grandkids and my cat, puttering around my yard, reading a good book and traveling.

Patrick Cave

Hi! My name is Patrick Cave and I have been a trainer with the TED Program in ODHH for the past six years serving the Deaf-Blind clients throughout Washington State. Previously, I worked as a Case Manager/Advisor for Deaf-Blind Service Center (DBSC). During the fall quarter at SCCC you will find me working as an assistant teacher of the Deaf Blind Interpreting course. Also, I travel throughout the state educating high school and college students about Deaf Blindness through a presentation that includes tactile signing and guiding skills. If the sun is shining you will find my wife, Joan and me on the lake so I can perfect my water skiing techniques. I am an avid collector of classic cars and also enjoy rebuilding engines.

Bert Lederer



I became a TED Trainer last spring to work on an individual basis with hard of hearing people to assist them improve their quality of life. I

serve Whatcom, Skagit, Island, and San Juan Counties and assists in Snohomish County, as needed. I am currently the Vice President of the Hearing Loss Association of Washington and President and co-founder of the association's Whatcom County Chapter. I am a retired human resources director and university professor.

Rebecca Wynne



I am a Speech Language Pathologist Clinical Fellow. I received my undergraduate degree from the University

of Washington and my Master's degree from Northern Arizona University. My work is in the specialty field of assistive technology and augmentative and alternative communication for four years. I previously worked for the telephone distribution program in Arizona for two years. Currently, I work at Provail serving a diverse population of individuals, both children and adults.

Gabriel Laigo



Hello! I have been involved with the TED program for about 4 years. I am one of the staff from Provail (a non-profit that serves the

disabled community with a variety of services). I have worked for them for the past 14 plus years in their Assistive Technology department. Provail serves TED clients in Western Washington that have a physical limitation in addition to hearing loss or a speech limitation. My educational background is actually in the culinary arts.

Telecommunications Equipment Distribution Trainers

Andrea Mano



I have been involved with the TED program for approximately 3 years; having worked with PROVAIL for 4 years. I also work in the Adapted Computer Lab at PROVAIL, with Co-TED Trainer, Gabriel Laigo. I previously worked for 5 years in the Speech Department at Children's Hospital in Seattle. There, I specialized in Adapted Computers, and assisted the Speech Department with Augmentative Communication Device programming. For 8 years before that, I worked with an Assistive Technology firm, called "C. Gerald Warren & Associates", providing worksite modifications, including adapted computer training and installation. Like Ryan, I like the color purple, as I am a "Third-Generation Husky". Like my maternal grandparents, my parents and all my siblings, I graduated from the University of Washington. My degree is in Mechanical Engineering.

Penny Allen



I live in beautiful Port Orchard and have been a TED trainer for 10 years, after having retired from a 30-year career as an international flight attendant with United Air Lines. I serve primarily Kitsap and King Counties. I am an advocate for people with hearing loss and immediate past president of the Hearing Loss Association of Washington. I am currently the editor of Sound Waves, the state association quarterly newsletter, and often contribute articles on hearing loss to other publications. I am a community member of the Kitsap County ADA Committee and the Board of Hearing and Speech. My husband and I, who have two grown children, own a communications consulting business and provide technical expertise on accommodations for people with hearing loss. In my free time I love to sew and knit.

Leon Ralph



I have been with TED at ODHH for about 7 years. The area of the state I serve is from south of King County to north Lewis County and from the mountains to the sea shore. All in all 7 counties. I am also assisting wherever I can be of help. I love this work as I get to travel around our scenic state through all its seasons and its beauty.

The people I meet are very interesting. I have met cartoonists, soldiers, pilots, and nurses from the war. The list goes on. They are indispensable. The stories they have are incredible, the knowledge they have attained is vast. The things they have witnessed and lived through is truly awesome. This is the main reason why I love meeting people through my work with TED.

Donna Cole Wilson



I obtained my Masters Degree in Speech Language Pathology at University of Washington and I'm a member of American Speech-Language-Hearing Association (ASHA). I have worked in a variety of clinical settings, including a community based brain injury program, outpatient and subacute rehabilitation and community clinical programs. I serve both children and adults with a variety of disabilities with a specialty in augmentative and alternative communication. I am currently a Speech Language Pathologist at PROVAIL's therapeutic and Assistive technology program in Seattle. I worked directly with the Telecommunication Equipment Distribution (TED) Program to develop and implement service provision specifically for speech and physically impaired children and adults.

Important Announcement

By Colleen Rozmaryn

Attention Deaf-Blind people: January 17, 2008

Time: 9:00 am to 4:00 pm

Location: Seattle Lighthouse for the Blind

HumanWare will be in Seattle again on January 17, 2008. They will bring prototypes of the new telecommunications device, called the Deaf-Blind Communicator (DBC).

You have read about the DBC in earlier issues of the ODHH Community Review newsletter. ODHH is developing the DBC with HumanWare, Ltd. of New Zealand. HumanWare is making excellent progress on the features and functions of the new machine. Our Deaf-Blind Focus Group has been extremely helpful on this in developing the new telecommunication device.

In January, 2008, ODHH, the Deaf-Blind Focus Group and HumanWare will invite members of the Deaf-Blind community to view and test the prototype. This will not be a group meeting. There will be light refreshments at the event. Deaf-Blind people can take turns looking at the DBC. Each person will work with one member of the Deaf Blind Focus Group. Time will be limited for each person, so that more Deaf-Blind people will have an opportunity to experiment them using the DBC. Interpreters will be provided.

Watch for more announcements about the new Deaf-Blind Communicator soon.

to DEAF-BLIND CITIZENS

Do you need ODDH publications in other reading formats or in a foreign language?

Information, Referral and Advocacy Updates

By Ryan Bondroff

ODDH can provide ODDH-related program information in Large Print or Braille format or in a foreign language.

Large Print and Braille Format:

We have new large print brochures about ODDH's programs and the Telecommunication Equipment Distribution program. For people who request Braille materials, we can provide those brochures and other ODDH related materials as well.

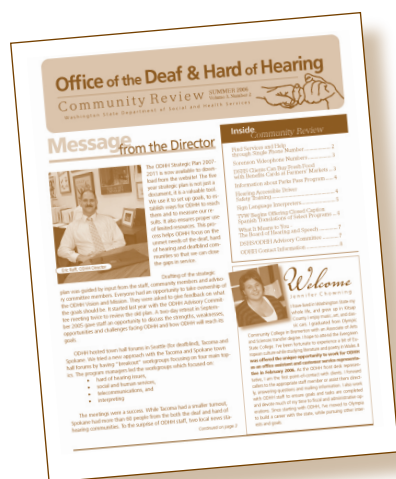
Foreign Language Format:

If you prefer to read ODDH materials in a foreign language such as Spanish, Russian, Chinese, French, etc. We can have ODDH materials translated in any language that meet your language needs.

Please contact Ryan Bondroff to request materials in your preferred foreign language or reading format (large print or Braille) via email at: bondroffryan@dshs.wa.gov or call 1-(800) 422-7930. You can also use Videophone (VP) to contact ODDH. We will complete your request and mail the materials to you.

Back Issues of ODDH Community Review

Office of the Deaf and Hard of Hearing has back issues available for anyone who is interested in receiving them. Please contact ODDH at (800) 422-7930 V/TTY or email ODDH@dshs.wa.gov to let us know which newsletter and how many copies you need. We'll be happy to send you those newsletters.



List of Back Issues:

1. Spring 2004, Volume 1, Number 1
2. Fall 2004, Volume 1, Number 2
3. Winter 2005, Volume 2, Number 1
4. Summer 2005, Volume 2, Number 2
5. Fall 2005, Volume 2, Number 3 – Regular and Large Print available
6. Winter 2006, Volume 3, Number 1
7. Summer 2006, Volume 3, Number 2
8. Fall 2006, Volume 3, Number 3
9. Winter 2007, Volume 4, Number 1
10. Spring 2007, Volume 4, Number 2
11. Summer 2007, Volume 4, Number 2

Message from the Director

continued from page 1

- is the first state to fund the design and manufacturing of a deaf-blind telecommunication device that no one is willing to do because there is “no market” for it?
- is the first state to fund a pilot project for deafblind to access Video Relay Service?

I've learned about some of these past accomplishments since joining ODDH and acknowledge Leon Curtis, retired ODDH director, and staff for their visionary telecommunication accomplishments. I share the same visionary qualities of those who have come before me, and like them, commit ODDH to work with our communities to achieve the 'functional equivalency' we all strive for and deserve.

Regional Public Information Network (RPIN): Your Emergency Preparedness Tool

All citizens living, working or both in King, Pierce and Snohomish Counties can receive breaking news and advance warning alerts.

**Be in touch. Stay in touch,
Be prepared, Stay prepared.**

The Regional Public Information Network is your one-stop resource for news alerts from more than 75 government, transportation, utility, health and emergency response agencies serving citizens in King, Pierce and Snohomish counties.

RPIN keeps the public informed about street and highway closures, weather, major transit disruptions, etc and provides updates on what agencies are doing to respond to emergencies and incidents. The public also can sign up to receive e-mail alerts, pager and cell phone headlines from RPIN partners and get helpful tips to prepare for emergencies and incidents.

**Get Advance Warning Information.
Subscribe to RPIN.**

It is very easy to sign up. The 3-step instructions are very easy to follow. It only takes a couple of minutes to complete your sign up process.

The web site address: <http://www.rpin.org/rpinweb/>



Accommodating People With Disabilities In Disasters: A Reference Guide To Federal Law

On August 21, 2007, the Department of Homeland Security's Federal Emergency Management Agency (FEMA) released a new reference guide that outlines existing legal requirements and standards relating to access for people with disabilities. A Reference Guide for Accommodating Individuals with Disabilities includes:

■ Provision of Mass Care ■ Provision of Disaster ■ Housing ■ Human Services

It is a series of disability-related guidelines to be produced by FEMA for disaster preparedness and response planners and service providers at all levels.

The Reference Guide summarizes equal access requirements for people with disabilities within Disaster Mass Care, Housing, and Human Services functions. The Guide explains how Federal laws apply to government entities and non-government, private sector and religious organizations. A full copy of the Guide may be accessed at www.fema.gov/oer/reference.

The development and publication of the Reference Guide is the first step in meeting the requirement of Section 689 of the Post-Katrina Emergency Management Reform Act of 2006, [enacted in Title V of P.L. 109-295, DHS Appropriations Act of 2007], to develop disability related guidelines for use by those who serve individuals with disabilities in emergency preparedness and disaster relief. It is the beginning of a comprehensive initiative by FEMA to provide guidance for including persons with disabilities or other special needs in all areas of emergency management activities, including:

■ Evacuation ■ Housing ■ Sheltering ■ Transportation ■ Communications

A Reference Guide for Accommodating Individuals with Disabilities in the Provision of Disaster Mass Care, Housing, and Human Services was developed by FEMA's Office of Equal Rights in coordination with the members of the Interagency Coordinating Council on Emergency Preparedness and Individuals with Disabilities (ICC), led by the DHS Office for Civil Rights and Civil Liberties. Contributing agencies include the: Federal Communications Commission, United States Access Board, Department of Health and Human Services, Department of Housing and Urban Development, and Department of Justice.

FEMA coordinates the Federal government's role in preparing for, preventing, mitigating the effects of, responding to and recovering from all domestic disasters, whether natural or man-made, including acts of terror.

If you have any questions, please contact:

FEMA
500 C Street SW,
Washington, D.C. 20472
Disaster Assistance: (800) 621-FEMA,
TTY (800) 462-7585
Source: www.fema.gov/oer/reference

(Condensed and adapted by ODHH for publication purposes)

Office of the Deaf & Hard of Hearing

**Toll Free: 1 (800) 422-7930 V/TTY
(360) 902-8000 V/TTY**

Web site: <http://odhh.dshs.wa.gov>

Contact ODHH by Video Phone (VP) at:

VP IP Address: 209.181.93.249

VP#: (360) 902-8000

Eric Raff, Directorrafferic@dshs.wa.gov
Robert Lichtenberg, Assistant Director lichtrw@dshs.wa.gov
Ryan Bondroff, IRA Program Manager bondroffryan@dshs.wa.gov
Emily Hill, SLIM Program Manager hillemily@dshs.wa.gov
Steve Peck, TRS Program Manager pecksc@dshs.wa.gov
Kelly Robison, TED Program Manager robiskd@dshs.wa.gov
Colleen Rozmaryn, ACT Program Manager rozmaic@dshs.wa.gov
Claudia Foy, SHS Program Manager foyclam@dshs.wa.gov

Office of the Deaf and Hard of Hearing
PO Box 45301
Olympia WA 98504-5301

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